

Reference SELQA047	SAVANT ENTERPRISES LTD QUALITY RECORD	
Issue 1.0	<u>Title</u> JOB DESCRIPTION	

Documentation/SharePoint Specialist – Job Description

About Savant Ltd

Savant has been an employee-owned company since 2001 and is now wholly owned by the Savant Employee Benefit Trust (EBT) – to which all eligible staff belong. This enables our employees to share in the success of the business. We are an established medium enterprise which supplies software and database development, support services and consultancy expertise for life and business critical systems. We also have extensive experience of implementing technologies for a wide range of infrastructures from national data centres to smart phones.

Summary of Position

Our business requires a motivated and enthusiastic permanent full-time documentation specialist to work and develop documentation for PULSE, a life-critical large-scale system, and for other areas of the business for which SharePoint is used. For this side of the role, the successful candidate requires a strong understanding of SharePoint functionalities and the ability to adapt to evolving business requirements.

They should have the ability to:

- Demonstrate knowledge of creating technical documentation.
- Show a flair for creating and implementing visual elements of controlled documentation.
- Have the ability to work independently and multi-task effectively.
- Be flexible and willing to accept a change in priorities as necessary.

The position requires flexibility, reliability and motivation along with problem solving skills, the ability to work in a busy environment. There will be a high degree of autonomy and self-management expected. The successful candidate will report to the PULSE Co-Ordinator/PULSE Project Manager.

We realise that candidates may have limited or very little knowledge of our internal systems therefore, there will be a hand-over/training period of approximately 6 months.

Salary: £35,000 to £38,000/annum (Negotiable Dependant on Experience) + annual bonuses, Private Health Insurance, and other benefits
Location: Burton-in-Kendal, Cumbria
Type: Full-time, Permanent (All Applicants must be free to work within the UK from any restrictions of Visas and work permits.)

Duties & Responsibilities:

The role will be responsible for all aspects of documenting the PULSE system - by managing, editing and distributing the PULSE Knowledge Base (PKB) which includes other application requirements such as Gennaro. The PULSE Knowledge Base is an online repository of system information and help files. The role will also be responsible for aspects of the company's SharePoint.

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Duties include:

- Manage, collate and preparing supporting documentation and reviewing documents for accuracy and completeness ahead of being published.
- Entering and updating information in the system.
- Reaching out to internal and external resources to verify information as needed.
- Work with colleagues to ensure consistency of documentation practice across the company.
- Distribute, test and manage multiple repositories of version-specific documentation sets.
- Release regular updates of the PKB; aligned with the live and testing PULSE systems.
- Provide second-line support and answer customer queries - using service desk information as required by the management team and board of directors.
- Design, implement and maintain SharePoint solutions.
- Customise SharePoint features and functionalities in line with business needs.
- Provide technical support and troubleshooting for SharePoint related issues.
- Collaborate with cross-functional teams to gather information.
- Explain the logic and configuration of a wide range of background processes and batch jobs.
- Provide and maintain detailed OpenVMS/LINUX management, security and troubleshooting guides.
- Explain the normal and advanced usage of GUI applications and write detailed help files.
- Describe the inter-relationship and dependencies of PULSE database tables.
- Describe the usage and customer management responsibilities of reference data tables.
- Document the system hardware configuration and offer tips based on system experience.
- Conform to ISO:9001 and ISO:27001 documentation storage, distribution and security procedures and requirements - as defined by in-house Quality systems

Required Skills & Competencies:

- Proven work experience as a Documentation/SharePoint Specialist or similar role.
- Outstanding organisational skills with the ability to multitask.
- Excellent attention to detail with excellent written and verbal communication.
- Some form of relevant training and/or certifications as a Documentation/SharePoint Specialist.
- Knowledge of SQL and the ability to query a database.
- Develop client-side HTML, Razor/C# and JavaScript compatible with older web browsers – that run on a widely distributed Citrix-based platform.
- Ability to translate technical information into 'plainer English' - suitable for a wide-range of users.
- A strong understanding of SharePoint architecture and related technologies.
- Experience with SharePoint Online and SharePoint 2016/2019.
- Ability to read and translate Delphi, JavaScript and C#.NET code.